

215.19

Income Screening Over the Telephone

Introduction

Due to long travel distances to some WIC clinics, some applicants may ask WIC staff to screen their income eligibility over the phone before scheduling an appointment. This policy describes the basic process for screening income over the telephone.

Policy

This screening is not the same as eligibility determination because it is completed without review of income documents. Advise applicants to make an appointment if they would like to have a final eligibility determination.

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Procedure

When a potential participant calls, follow the steps in the table below.

Step	Action
1	Ask whether the applicant lives in Iowa.
2	<p>Ask questions to determine adjunctive income eligibility including:</p> <ul style="list-style-type: none">• Do you receive Medicaid?• Do you participate in the Iowa Food Assistance Program or receive FIP payments?• Is the child currently enrolled in Head Start of Early Head Start and eligible for that program due to meeting its income eligibility requirements? <p>If Yes to any of the above questions then.....</p> <ul style="list-style-type: none">• They are income eligible for WIC. Make an appointment for the family. <p>If No to all of the questions above then.....</p> <ul style="list-style-type: none">• Continue to Step 3 below
3	Determine household gross income to the best of your ability.
4	<p>Screen for eligibility by comparing household size and income to the current income guidelines or by using the income guidelines reference in the WIC data system.</p> <p>If reported income Exceeds the guidelines then.....</p> <ul style="list-style-type: none">• Share the income guidelines with the applicant, tell them they don't appear to be eligible, and offer the option to make an appointment for review of their income documents. <p>If reported income meets the guidelines then.....</p> <ul style="list-style-type: none">• Share the income guidelines with the applicant, tell them they appear to be eligible, and encourage them to make an appointment for a final eligibility determination